IWUG Online Meeting Minutes

February 6, 2014

Topics discussed:

Announcements

ASAM screen – Follows 7-day business rule. There is an instruction to follow if a provider has completed an ASAM in the last seven days and needs to complete an Authorization Change Request. **UPDATE: BPA will be communicating to providers about the steps to take in completing the ASAM**.

Training Calendar-The training calendar has been updated with new training opportunities. Some of the new training includes how to set-up the GAIN one to one episodes to get your GRRS downloaded into WITS, how to use support ticket, and invoicing the Idaho Supreme Court.

Treatment Plan-New documentation on the treatment plan in WITS has been loaded on the website. The documentation is located on the WITS User Guide tab, at the bottom of the page. The new document is an evolving document and contains changes recommended by the provider volunteers that agreed to review and make recommendations on the treatment plan. Training dates will be determined later.

WITS Outage – Maintenance is scheduled for Friday, February 7, 2014 at 8:00 p.m. Mountain Standard Time and 7:00 p.m. Pacific Standard Time. Providers should consider not scheduling GAIN assessments at this time in case there is a WITS outage.

Website – The website is constantly being updated. Some of the recent updates include the new IWUG agendas, User Guide, the new service cheat sheet which covers the Medicaid services (listed first) and state services (listed last). Procedure codes must be present on the service description when you do encounters using Medicaid coverage. Unit description is listed as well. WITS will do calculations for you as far as the unit count on services for all duration-based services. The service cheat sheet does not cover parent services because only the state agencies see the parent services and providers do not see these services on the Encounter, although they will see the parent services on authorizations. The updated information is in red font so it can be easily identified by providers.

IWUG – The first IWUG meeting of the month will always have billing discussions. Please pass this on to your staff so that billing staff can participate in the billing call. There is also billing training from 2:00 to 3:00 p.m. Mountain Standard Time today (Thursday, 2/6/14).

IDOC

Lorenzo Washington stated there were no announcements for the Idaho Department of Corrections.

IDJC

Denise Williams from the Department of Health and Welfare stated that Joni Ward from the Idaho Department of Juvenile Corrections could not attend the IWUG today but asked if any providers were having problems submitting their Encounters. IDJC has seen a decrease in Encounters and want to make sure there are no issues. Providers did not identify any issues. Denise Williams asked providers to contact the WITS Help Desk if anyone needed assistance.

ISC

Lynn Proctor talked about the invoicing requirements for providers treating court clients. She reminded providers about the invoice training coming up next week and encouraged providers to participate.

IDHW

Denise Williams provided no further updates than those covered by her previously on this call.

BPA

Denise asked BPA for any issues or announcements to address with providers. BPA has no announcements.

Training

The training portion of the call covered billing records and how to identify if a provider has billing problems. Billing always starts at the client level so it is important to know which clients are active in treatment to identify which clients should have Encounters in WITS and determine if agency staff are creating Encounters. The client search screen can be searched for open cases. Encounters can be checked under Agency, Billing, Encounters. All Encounters must be in a Released status in order to batch and bill them so providers should be looking for unreleased Encounters. Once released, these Encounters should be batched. Next, providers should check claim items by going to Agency, Billing, Claim Items. Providers should look for all claims with a status of Awaiting Review of any type or Hold because these claims will not be billed to the state agencies. Providers should change the status of all claim items to Released if they intend to bill for these claims. Last, providers should review claim batches by going to Agency, Billing, Claim Batch List. Providers should clear all fields and review all batches paying attention to those batches that do not have a status of Accepted or Billed. Providers should remove claims from a batch if they need to be corrected so they can be billed on the next provider batch. Providers should change any batch that is ready to be billed to a status of Released and then Bill It. Providers should be checking their batch status to locate and resolve issues.

Q & A

What is the difference between an encounter and a progress note? Encounters are both a progress note and a billing record which is turned into a claim after it is released. "Released" is the magic word that moves the billing forward. Any other status stops a claim from moving forward in the process. It is critical to check your encounter notes to make sure they are released for billing. Make sure that all of your staff are keeping their encounters current.

Can IDOC see encounters to be able to confirm if a client is actively in treatment? IDOC cannot see encounter records in a provider agency. Once the encounters have been released and billed, IDOC can see these claims. IDOC can get a sense of client status by looking under Contract Management, Authorization List. IDOC can see the Encumbered and Expended Amounts as evidence that the client is receiving treatment. Providers have been instructed not to accept Authorizations until client comes into their office so an Authorization that is still pending is an indicator that the client is not treating. IDOC can also see Authorization Change Requests to get a picture of client status. IDOC should also check Linked Consents for documentation that helps provide evidence. Denise advised IDOC to utilize SSRS access, when the changes are complete, to pull information that helps them follow the status and activity of clients.

Why would a claim have a status of Awaiting Review? Providers may be placing claims in this status if they bill one week at a time and do not want to bill any encounters from this week. Also, certain actions will place a claim in this status. Claims that have been removed from a batch will show on the Claims List as Awaiting Review. Denise showed providers how to remove a claim from the batch. Providers should use this status to their benefit and have the flexibility to decide how to use of this status.

How did you view all claim batches regardless of status on the Claim Batch List? Claim Batch List has a default filter applied automatically so users must remove all filters for status and FFS type to be able to see all batches.

Will providers ever be able to release the pre-implementation claims in WITS to get them off their Claim Item List? There is no plan to do this at this time. Denise will question if anything has or can be changed to resolve this issue. Denise suggested that providers place these claims in a Hold status.

Would it be a violation of confidentiality law to allow agencies to see all encounter notes in another agency? WITS is built to be compliant with HIPAA and CFR 42 so agencies cannot see records in another agency. Records must be consented to see them in WITS. Providers must maintain a consent in their paper file with an original signature.